



# **Iowa Communications Network and CenturyLink Managed Voice Services Design Report Out**

**Team “Structured Guidance”**

**May 4<sup>th</sup> – 8<sup>th</sup>, 2015**

# The Opportunity

Deb Evans, ICN

# The “Structured Guidance” Team

Barbara



**Participants:** Shawn Ballard, ICN; Jeremy Howard, ICN; Klystell Abbott, ICN; Linda Brewer, ICN; Victoria Harris, ICN; Sean Cory, CenturyLink; Kevin Akers, CenturyLink; Terry Streng, CenturyLink; Barbara Kendrick, CenturyLink; Jontell Harris, ICN; Vicki Wallis, ICN **Facilitators:** Susan Godwin, DHS; Shannon Harris, DHS

# Scope

Linda

This event will address the process of managed voice service requests beginning with ICN's pre-order process then addressing receipt of an order request for

1. Voice w/ existing infrastructure present
2. Voice needing equipment/infrastructure
3. Expedited orders

and ending when the completed order has been closed out by ICN Finance.

# Objectives

Vicki

1. Develop communication and implementation plan to promote smooth transition to vendor services.
2. Develop standardized internal process for handling work order requests that involve existing infrastructure.
3. Develop standardized internal process for handling work order requests that involve installing new infrastructure.
4. Develop a standardized internal process for handling expedited orders.

## Objectives (continued)

5. Clearly identify roles and responsibilities of all involved in the process.
6. Establish timeframes for steps completed by both ICN and CenturyLink to assure overall timely service delivery as defined by established benchmarks.
7. Develop standard pre-order process.

# Lean Methodology

Shannon

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

# Trends

## Jontell

- Technology evolving quickly
- Digital handsets to IP handsets and soft clients
- Personal cell phones
- Increase mobility
- More choices = more upgrades vs the old fashioned phone
- Phones don't "just work" anymore - more things to break
- Increased presence
- Increased reputation with tax payers for saving money
- Increased accountability



# SWOT Analysis

Sean

***Where we are today and where we could be in the future?***

## **Strengths:**

- ✓ What do we do well?
- ✓ What are our advantages?
- ✓ What resources do we have access to?

## **Weaknesses:**

- ✓ What can be improved?
- ✓ Gaps?
- ✓ What should be avoided?

## **Opportunities:**

- ✓ What areas can grow?
- ✓ Changes to funding?
- ✓ Technology development?

## **Threats:**

- ✓ What are the obstacle?
- ✓ Things beyond our control?
- ✓ New regulations?

# SWOT

Sean

## Strengths

- Good people who are committed to success
- Knowledge
- Existing process
- Very vocal
- Recognize when to ask for help/humble
- Resilient/adaptable; tolerant- to change
- Handling emergencies
- Translating to/from customers
- Help customer understand what they need

# SWOT

Sean

## Weaknesses

- Inconsistency following process
- Getting the right info from customer
- Merging languages/understanding acronyms
- Linear process/time efficiencies
- Limited resources-people, time, other demands

# SWOT

Sean

## Opportunities

- Increase teamwork with ICN & Century Link
- Create less linear process
- Improve services/delivery
- Spread knowledge/teach
- Break down silos

# SWOT

Sean

## Threats

- Existing process
- Regulatory compliance
- Technology gets ahead of us
- Aging workforce
- People opposed to change

# Brainstorming

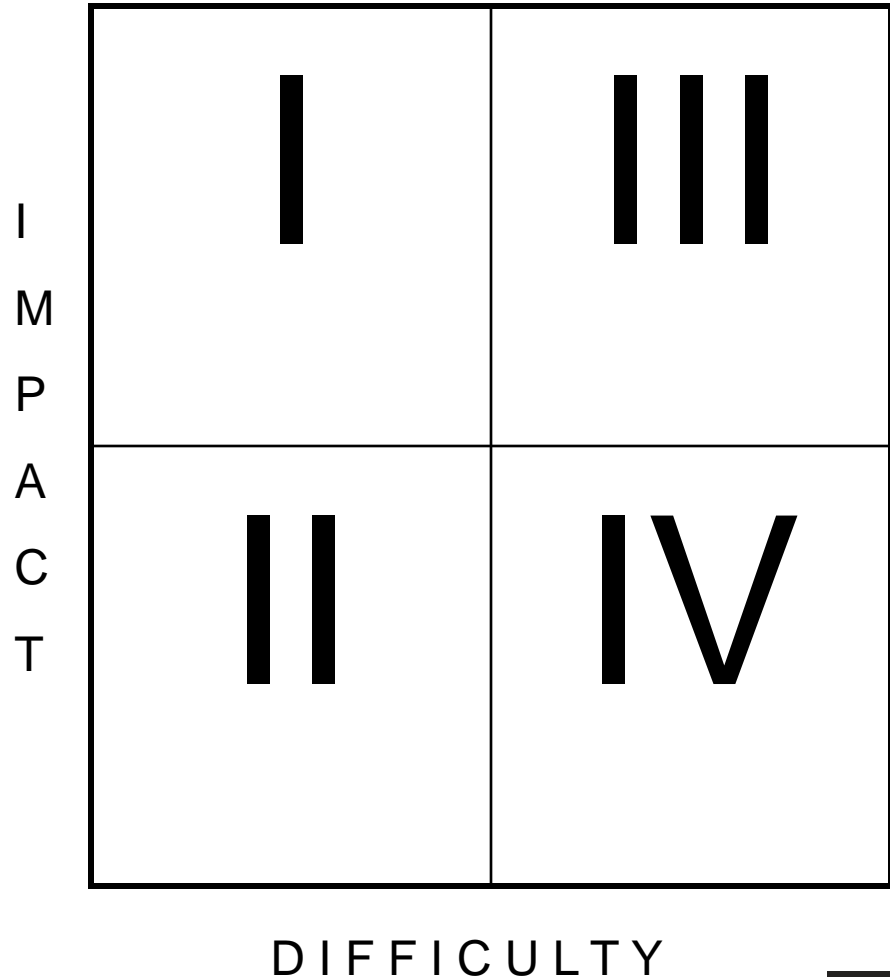
Kevin

- Revise order form: create template with dropdowns with structured guidance; clarify requested information
- Move site survey earlier in the process
- Establish checkpoints throughout process to ensure process continues; what are the milestones?
- Consolidate CenturyLink and ICN (SDE, CERA and station review) forms as possible; link information between forms

# De-selection Process

Shawn

- Identifies
  - Impact to customer
  - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



# Key Points

Terry

- **More concurrent processes; less linear**
- **More structured timeline to increase accountability for work groups**
- **Work order information located centrally for better visibility of project**
- **Capture accurate data upfront to eliminate re-work**
- **Provide customer with structured guidance**



# New Process

Kevin: PreOrder; Shawn//Jeremy w/out infra; Klystell w/ infra;



# Recommendations

Jeremy

## Customer self-service portal

- Web based
- Secure/authorized users
- Service request form with drop downs
- Help functions to assist customer
- Portal automatically creates the station review
- Information submitted inside the portal automatically starts the process

# Homework

Sean

Implementation/Communication Plan	Person Responsible	Due Date
Revise order form -- create template -- start low tech with dropdown with structured guidance; no assumptions; rephrase "alternate contact" to "alternate contact who knows about the order".	Jontell - coord w/ CTL and ICN	30 day
Reformat station review output - horizontal to vertical	Vicki W.	30 day
Define services and upfront data collection and standard communication - train and follow through, ask how/why (are customers asking for the "right thing"? What they actually need)	Combine w/ revise order form item	
Establish checkpoints throughout process to ensure process continues; what are the milestones?	Vicki H.	30 day
NOC to NOC communication with formal acceptance process and trouble resolution	Sean	30 day
Deliver correct collected data from ICN and CenturyLink; consolidate SDE and CERA and station review forms with all information linked (if not same form)	Terry	14 days
Customer (who -- authorized change person, anyone?) able to make some changes (non-billable changes); how is this reflected in NetPlus?	Klystell	60 days
Update customer on status of order (ie email when tech has order)	Vicki H.	30 days
Add information to the order form regarding limitations, standard intervals for timeframes based on order - timelines SLA	Jontell	30 days
Cancel out process -- notification of all parties including: cancel before work is completed; disconnect after installed; customer calls in trouble and adds service; change in due date for order	Linda	30 days



# Team Member Experience

Kevin, CenturyLink

Vicki H., ICN

# Comments

- Susan Godwin, Dept of Human Services
- Shannon Harris, Dept of Human Services

**We welcome your  
questions and comments!**